Iowa Department of Human Services
Iowa Medicaid Enterprise (IME)
IME Provider Services

PRV – Call Center Individualized Services Information System (ISIS) Verification

Purpose:

The objective of this procedure is to verify that Medicaid Management Information System (MMIS) file 12 is reflecting the same information as ISIS. During the course of a telephone call or correspondence the Customer Service Representative CSR/team lead determines that the MMIS system is not reflecting exactly what the provider believes they have been authorized for waiver/hospice services. The CSR/team lead will complete the ISIS verification form. Once the information has been verified the CSR/team lead will receive a confirmation and will contact the provider with the information obtained through the ISIS verification request.

Identification of Roles:

Lead, Quality Assurance (QA) Coordinator, Trainer, Supervisor, Management

Performance Standards:

80% service level, abandon rate, calls answered, calls received, Average Queue Time (AQT) Resolution in a timely manner (5 Business Days).

Path of Business Procedure:

Step 1: Incoming call or written correspondence
   a.   If incoming call, follow provider verification process

Step 2: Verification of provider (Enter into OnBase Workview)

   a.   Verify National Provider Identifier (NPI)
   b.   Obtain contact name
   c.   Obtain contact phone number

Step 3: Claim is denied due to having no Prior Authorization for Date of Service (DOS)

   a.   Provider will not receive payment for service at this point in time

Step 4: Click on "ISIS Verify" tab

   a.   ISIS Verification Form will display
   b.   If correspondence, work from workflow
         1.   Go to file
         2.   Click new

3. Choose ISIS Verification form
4. Click create

Step 5: For Verification Type, click on dropdown arrow

a. If it is waiver, go to step 10
b. If it is Hospice, Revenue Code will auto-populate
c. Complete the rest of the ISIS verification form
    1. Fill out provider number or NPI
    2. Complete contact name and phone number
    3. Fill out Recipient Identification (ID)
    4. Fill out DOS
    5. Fill out denied Transaction Control Number (TCN) if applicable
    6. Add a note if necessary

Step 6: Click on the "Save Tab' at the bottom of the form and then click O.K.

a. The form will go to the Core Unit to process

Step 7: Upon process completion by Core, an e-mail will be forwarded to CSR so they can call provider with the updated information

Step 8: Copy Document Control Number (DCN) and go to OnBase Client

a. Go to File
    1. Click open
    2. Choose retrieve by Document Handle
    3. Paste DCN in the "From" field
    4. Click on find tab
    5. Double click on the document, which will open the complete ISIS Verification form and review response

Step 9: Contact provider and inform them on the outcome and annotate contact log on "Work view"

Step 10: If it is waiver, complete procedure code and form and follow steps 7 – 9

Forms/Reports:

ISIS Verification

RFP References:

6.4.2.3.b
6.4.2.3.c

Interfaces:

Onbase
MMIS
Provider

Attachments:

Process Map

Attachment A:

ISIS VERIFICATION

CSR	CORE

Incoming Call or Correspondence.
1

Verify provider information.
2

Claim is denied due to not have PA.
3

Click on ISIS VERIFICATION TAB.
4

Hospice?
5

No

Waiver, complete form and procedure code. Then steps 6-9.
10

Yes

Save Information and forward to Core.
6

CORE process information and email back to CSR.
7

Input DCN informaiton.
8

Contact Provider and inform.
9